



Merry Christmas
Bon Pascu



Lago Oil & Transport Co., Ltd.

Aruba, Netherlands Antilles

President's Christmas Message



Un Mensaje di Pasco di President

In the course of 1981, we have started in new directions that will ultimately lead to significant changes in the way our business is managed:

To meet the growing demand for services by customers and affiliates and for technical support by the various refinery activities, we reconstructed and streamlined our functions through the creation of the Lago Planning and Supply unit in Coral Gables and through major reorganizations in the Technical, Process and Controller's Departments.

We embarked on an organization improvement effort and have committed virtually all our management personnel to analyzing the way we function and interact as a team and to finding ways to improve our overall efficiency and productivity.

Stewardship committees were established for Labor Relations and Safety to coordinate and improve our efforts in both areas.

Exxon approved a 30 million dollar investment to modernize equipment to assure a continued and reliable source of power to the Lago refinery.

All developments, however, were not positive. We did have several disappointments: Firstly, for the second consecutive year our safety performance has been below an acceptable level. We have had fatalities in both 1980 and 1981 an increased number of traffic accidents and a continued high level of employee off-the-job accidents. Secondly, we have not been successful in implementing a training and upgrade program for our Process operators. Thirdly, we have several operational upsets and unscheduled outages, including a total refinery shutdown that impaired our ability to meet operating commitments.

We must find ways to halt these trends. Maintaining a climate of security and safety in our work place is essential for the protection of ourselves and our families, while increasing our ability to adjust and improve as business conditions change are key factors for continued commitment of resources and funds to assure our future.

In 1982, we will need to continue our efforts to minimize unit outages and equipment failures and to cope with new situations such as the chronic shortage of water. Housekeeping has visibly improved in the refinery, but your continued support of our CLEAR goals is required to make the improvements last. The extensive organization improvement program presently underway will continue unabated while we will intensify our efforts to upgrade the skills of our workforce.

But 1982 will certainly bring its own unique challenges. We will be negotiating a new labor contract with the Union in the latter part of the year. It is our objective to achieve a settlement that is fair and reasonable to all concerned and to make 1982 one of the best ever experienced by the Lago organization.

To all employees, annuitants and their families, on behalf of Lago Management, I extend best wishes for a happy and joyful Holiday Season.

Den curso di 1981 nos a cuminsa den direccionnan nobo cu a lo largo lo conduci na cambionan significante di e manera cu nos negoshi ta wordo maneha.

Pa por responde na e demanda creciente pa servicio di nos clientenan y afiliadonan y pa por duna apoyo technico na e diferente actividadnan di refineria, nos a reconstrui y optimalisa nos funcionnan door di establece e unidad di Lago Planning and Supply na Coral Gables y door di reorganisacionnan importante den Departamentonan Technico, Process y Controller's.

Nos a cuminsa cu esfuerzonan pa mehora e organizacion y nos a involvi casi tur nos personal cu ta forma parti di gerencia pa analisa e manera cu nos ta funciona y intercambia como un team y pa hanja maneranan pa mehora nos eficiencia y productividad en general.

Comitenan a wordo estableci pa Labor Relations y Safety pa coordina y mehora nos esfuerzonan den tur dos areanan.

Exxon a aproba un inversion di 30 miyon dollars pa modernisa e equipo pa asina asegura un fuente di corriente cu ta continuo y ta confiabel pa e refineria di Lago.

Apesar di esey, no ta tur e desaroyonan tabata positivo. Nos tabata tin varios decepcionnan. Na prome lugar pa di dos anja consecutivo nos seguridad a baha bao di un nivel aceptabel. Nos tabata tin den tur dos anjanan 1980 y 1981 un aumento den accidentenan tragico y un nivel halto continuo di accidentenan di empleadonan for di trabao. Na di dos lugar nos no a logra introduci un programa di entrenamento y upgrade pa nos operatornan di Process. Na di tres lugar nos tabata tin varios contratiempo operacional y fayonan, incluyendo un bahamento total di e refineria cu a afecta nos habilidad pa responde na nos obligacionnan di operacion.

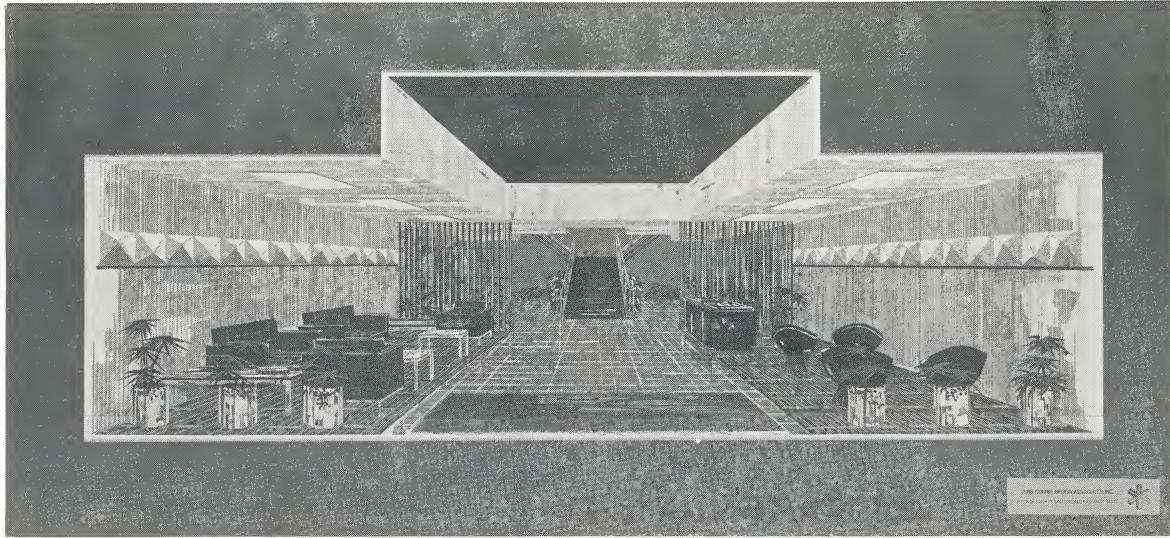
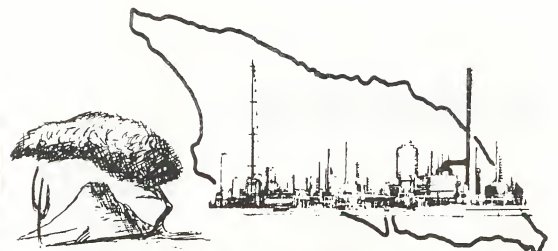
Nos mester hanja manera di stop e desaroyonan aki. Mantencion di un clima di seguridad y safety den nos lugar di trabao lo ta esencial pa e proteccion di nos mes y nos famianan mientras cu nos ta aumenta nos habilidad pa adapta nos mes y mehora ora e condicionnan di negoshi cambia, ta factornan clave pa nos por sigi ricibi e recursonan y fondonan continuamente pa asina asegura nos futuro.

Na 1982 nos lo mester continua nos esfuerzonan y pa trata cu situacionnan nobo manera e falta cronico di awa. E limpieza a mehora visiblemente den e refineria pero bo apoyo constante na nos metanan di CLEAR ta necesario pa e mehoracionnan aki continua. E programa extenso pa mehora e organizacion cu actualmente ta andando lo sigi su curso, y nos lo intensifica nos esfuerzonan pa mehora e habilidadnan di nos empleadonan.

Pero 1982 sigur lo trece su desafionan unico. Nos lo negocia cu e Sindicato riba un contrato nobo di trabao mas laat den anja. Nos objetivo ta pa jega na un acuerdo cu ta husto y rasonabel pa tur esnan concerni y pa hasi 1982 e mihor anja cu e organizacion di Lago a experiencia.

Na tur empleado, pensionistanan y nan famia, mi ta extende na nomber di Gerencia di Lago mi mihor deseonan pa un Pasco y Anja Nobo felis y yen di alegria.

G. E. Golde



This is how the main entrance will look after the renovation.

G.O.B. Office upgrade project

Lago presently has a project to upgrade the General Office Building (G.O.B.) and to install a new airconditioning system to replace the existing system.

Prior to G.O.B. renovations, a temporary office building will be constructed in the parking lot east of the G.O.B. to house personnel during renovations. Construction on this office will begin January 1982.

The new airconditioning system has been designed with energy conservation as a major criteria. The new system will utilize highly efficient centrifugal compressors for the refrigeration cycle. Also waste heat exchangers will be used to recover the required reheat capability for humidity control throughout the G.O.B.. Other energy saving items include insulation of the building roof and replacement of all exterior windows with tinted thermal glass. The first area to be renovated will be the Building entrance and lobby area. This will be done during January 1982.

Renovation of the remainder of the Building is scheduled to begin in May 1982 and includes a new suspended ceiling which will incorporate a new lighting system and the new airco system. All walls will be covered with vinyl wall covering and floors will be carpeted. Existing doors will be recovered with plastic laminate and reinstalled using new hardware and signage. A new lunch eating area will be located on the second floor south of the existing restrooms.

Constructions will be executed in four phases:

- Phase I - 2nd Floor East Wing
- Phase II - 2nd Floor West Wing
- Phase III - 1st Floor West Wing
- Phase IV - 1st Floor East Wing

The overall construction period is scheduled for completion in second quarter of 1984.

Renovashon di Oficina Principal

Actualmente Lago tin un proyecto pa renova G.O.B. y instala un sistema di airconditioning nobo pa reemplaza e sistema cu ta existi awor.

Prome cu e renovashon den G.O.B. cuminsa un oficina temporal lo wordo construi den parking lot na e parti pariba di G.O.B. pa e personal cu mester muda durante e renovashon. Construcshon di e oficina aki lo cuminsa den Januari 1982.

E sistema di aire acondicionado nobo ta wordo construi cu conservacion di Energia como e criterio di mas importante. E sistema nobo aki lo utiliza compresornan di centrifuge masha eficiente mes pa e ciclo di refrigerashon. Tambe "waste heat exchangers" lo wordo usa pa recobra e capacidad di keinta di nobo necesario pa control di humedad den G.O.B. Otro aspectonan pa spaar energia lo inclui insulashon di e dak di e edificio y tur e ventananan lo hanja thermal glas di color. Esaki lo wordo hasi den Januari 1982.

Renovashon di e resto di e edificio lo inclui bahamento di e plafond y un sistema di luz y airco nobo den dje. Tur e murayanan lo wordo cubri cu vinyl y lo bini tapijt riba vloer. E portanan lo wordo cubri cu plastic y instala di nobo. Tambe lo bini plaatchinan nobo cu number ariba e portanan. Un lugar nobo pa lunch lo bini na e di dos piso banda zuid di e banjo. E construcshon lo wordo hasi den cuatro etapa:

- Parti I - Segundo piso, banda pariba
- Parti II - Segundo piso, banda pabao
- Parti III - Prome piso, banda pabao
- Parti IV - Prome piso, banda pariba

E periodo total di construcshon ta planea pa wordo completa den e di dos kwartaal di 1984.

ARUBALago Oil & Transport Co., Ltd.
Aruba, Netherlands Antilles

Editor: Mrs. M. Kelly-Buckley
Photographs by: Joe's Photographic Service
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Pipestill no. 6 back in operation after smooth turn-around

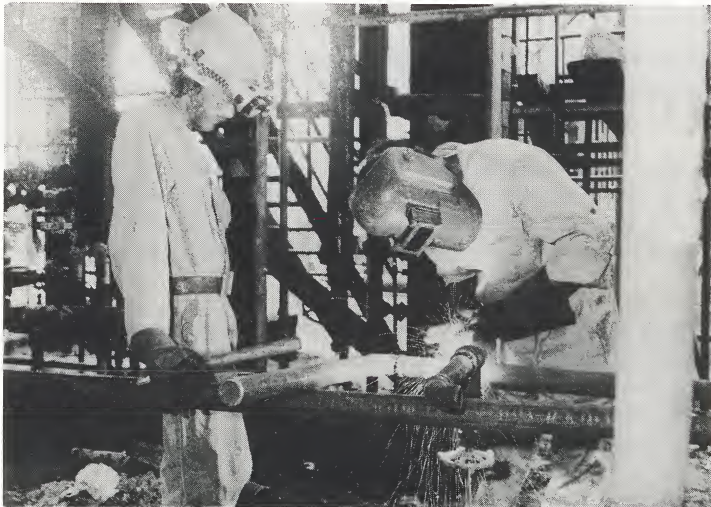
After having been down for close to 70 days for major turn-around, Pipestill no. 6 went back on stream on November 1, 1981. The unit was started up smoothly with essentially all the new projects commissioned.

The turn-around was a challenge for Mechanical Department employees because the last major turn-around done with Lago forces was performed a number of years ago.

During the time the unit was down, 88 Mechanical employees were engaged in major maintenance work as well as in completing 15 projects directed towards improving the unit's effectiveness in heavy crude processing, conversion, safety, and reliability.

Among the jobs done were: complete replacement of visbreaker furnace tubes, major refractory work in visbreaker and crude furnaces, installation of the fuels blowdown system, upgrade of visbreaker furnace charge lines, installation of the visbreaker back pressure control valve, exchanger flushing system, installation of a catwalk between evaporator and feed drum and the upgrade of the visbreaker soakers and safety valves purge facilities.

Apart from Mechanical employees, a number of contractor employees assisted with the refractory work inside the furnaces and clean-up.



Francisco Vos together with Croes of Mechanical are welding the tubes.

Pipestill no. 6 is now the first unit with visbreaker section upgraded to operate at higher pressure, which will hopefully increase distillate yield.

The overall expenditures in material and labor on this T/A and Project work was in the vicinity of \$4.6 million.

The Turn-around Coordinator was J.C. Hermans and the Turn-around Planner was C. Lacle of the Mechanical Department. Also 15 other supervisors of Mechanical Department were involved in this turn-around.

Projects Coordinators D.R. Henriquez and G. Lovegrove from the Technical Department were responsible for projects execution and cost monitoring. The Process Department was involved in the preparation of the equipment.

The turn-around was successfully carried out in a spirit of good cooperation and teamwork, across departments and all are to be congratulated.

Pipestill no. 6 ta back den operacion despues di un turn-around suave

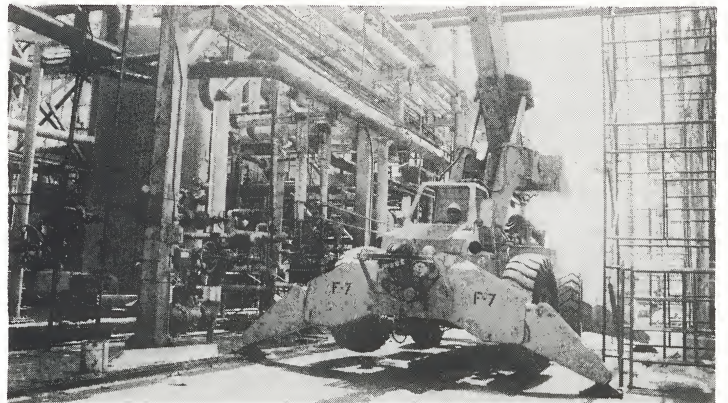
Despues cu Pipestill no. 6 a wordo baha pa un turn-around di 70 dia e a bai den operacion atrobe dia prome di November, 1981. E unit a wordo gestart safe cu tur e projectonan nobo autorisa.

E turn-around tabata un desafio pa empleadonan di Mechanical Department, ya cu e ultimo turn-around grandi cu a wordo hasi door di empleadonan di Lago tabata algun anja pasa.

Durante e tempo cu e unit a wordo baja, 88 empleado di Mechanical Department tabata involvi den trabao di mantencion grandi y tambe a completa 15 projectonan cu tabata dirigi pa drecha e eficiencia pa procesa crudo pisa, conversion, safety y confiabilidad.

Entre e trabaonan cu a wordo hasi ta cambio completo di e tuberianan di e forno di visbreaker, trabao di refractory den e fornonan di visbreaker y crudo, instalacion di e fuels blowdown system, upgrade di e visbreaker furnace charge lines, instalacion di e visbreaker back pressure control valve, exchanger flushing system, instalacion di un pasadiso entre e evaporator y feed drum y e upgrade di e visbreaker soakers y safety valve purge facilities.

Fuera di empleadonan di Mechanical algun empleado di contratista a asisti cu trabao di refractory paden di e forno y cu e limpieza.



Anselmo Tromp di Mechanical Department poniendo e ultimo pida di e tubo den e blow down system.

Awor Pipestill no. 6 ta e prome planta cu un visbreaker section upgraded cu ta opera na un precision halto y esaki probablemente lo aumenta e produccion door di destilacion.

E gastonan di material y labor di e turn-around aki y di trabao di proyecto tabata den vecindario di \$4.6 million.

Turn-around Coordinator tabata J.C. Hermans y Turn-around Planner C. Lacle di Mechanical Department. Tambe 15 otro supervisoran di Mechanical Department tabata involvi den e turn-around aki.

Coordinadonan di e Projectonan D.R. Henriquez y G. Lovegrove di Technical Department tabata responsabel pa ejecucion di e projectonan y e maneho di gastonan. E Process Department tabata involvi den e preparacion di e equiponan.

E turn-around a wordo realiza den un espiritu di bon cooperacion y teamwork. E diferente departamentonan y tur hende involvi ta wordo felicita.

Lago's Bunkering Facilities

Contributing to Aruba's tourist growth are the Lago Bunkering facilities at the Oranjestad harbor and the "Reina Beatrix" International Airport. These facilities provide for fueling of over 9,000 aircrafts and 300 - 350 ships per year.

Lago's permanent marine bunkering facilities started operating on December 22, 1960, coincident with the island Government's efforts to attract more tourist ships. Prior to these installations, bunkering of ships in Oranjestad harbor was carried out by Lago dispatched barges, which was a costly and time consuming operation.

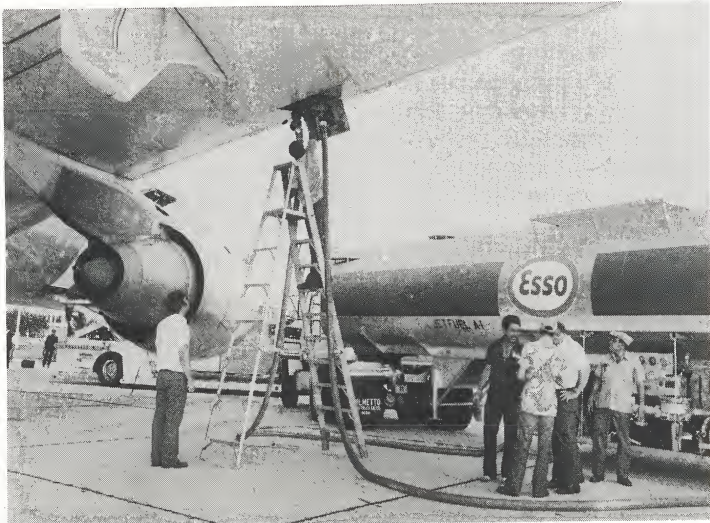
The facilities consisted of a 23,200-barrel tank of fuel oil, a 20,300-barrel tank for diesel oil, a 6464-barrel gas oil tank, product and air lines running to valve pits at four different locations.

With the growing demand for bunkers in Oranjestad harbor, Lago in 1963 and in 1970, built two more fuel oil storage tanks increasing total capacity to 230,000 barrels.

In October 1975, operation of the bunkering facilities, formerly done by Lago Marketing personnel, was turned over to Maduro & Sons agents. Lago's Marketing arranges with Product Coordination for movement of fuel oil, marine diesel and gas oil to our Oranjestad bunkering facilities by tankers dispatched from San Nicolas harbor.

The throughput at the Oranjestad facilities averages approximately 700,000 barrels a year. This translated into bunkering of 300 to 350 ships a year calling from all parts of the world. The types of ships bunkered are tourist, freighters, tankers, tugboats, etc.

The cruise ships alone bring approximately 70,000 tourist to our island a year.



American Airlines Jetliner being fueled at "Reina Beatrix International Airport".

Aviation fueling at the Airport

The fueling of all aircraft at the "Aeropuerto International Reina Beatrix" is carried out by Lago forces working for the Marketing Department. Lago began operations at the airport in 1952 delivering aviation gasoline to aircraft calling to Aruba.

Over the years many things have changed. With the growth of the tourist industry (200,000 tourists thru December 2, 1981 arriving at the airport) and the change of jet aircraft, larger storage tanks were required. At present, storage capacity at the airport in tankage and refueler trucks is 125,000 gallons for jet fuel and 20,000 gallons for aviation gasoline. The fueling is carried out via refuelers of which there are two large tank wagons of 10,000 gals capacity each and one of 5,000 gals capacity. For the aviation gasoline there is one 2,000 gals capacity truck, which also hauls the aviation gasoline from the refinery to the airport. The jet fuel is also hauled via 2 trucks to the airport, one having 8,000 gals capacity and the other 10,000 gals capacity.

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Lago su facilidadnan di Bunker

Lago su facilidadnan di bunker den e haaf di Oranjestad y na Reina Beatrix International Airport a contribui na e crecimiento di Aruba su industria di turismo. E facilidadnan aki ta suministra combustibel na 9,000 avion y na 300 pa 350 barconan pa anja.



Bapor di carga ta tuma bunker na haaf di Oranjestad.

Lago su facilidadnan permanente pa bunker pa bapornan, a cuminsa opera 22 di December, 1960 junto cu e esfuerzonan di Gobierno insular pa atrae mas bapor di turista. Prome cu e instalashon aki, bunkermento di bapornan na Oranjestad tabata wordo hasi door di bargenan cu tabata wordo carga na Lago loke tabata un operashon masha costoso cu hopi perdida di tempo.

E facilidadnan cu a habri na 1960 tabata consisti di un tanki di 23,200 bari pa fuel oil, un tanki di 20,300 bari pa diesel oil, un tanki di 6464 bari di gasoil, productonan y linianan di aire tabata core na e valve pits na cuatro diferente lugar. Door di e demanda creciente pa bunkers den haaf di Oranjestad, Lago a traha na 1963 y 1970 dos tanki mas pa deposito di fuel oil cu un capacidad total di 230,000 bari.

Na October 1975 e operashon di facilidadnan pa bunker cu antes tabata wordo hasi door di personal di Lago Marketing a bai over pa Maduro & Sons. Lago Marketing a hasi un arreglo cu Coordinashon di Productonan pa transporta fuel oil, marine diesel y gas oil pa nos facilidadnan di bunker na Oranjestad, door di tankers cu ta wordo carga na e haaf di San Nicolaas.

Loke ta pasa door di e facilidadnan na Oranjestad ta aproximadamente 700,000 bari pa anja. Esaki kier meen bunkernan di 300 pa 350 bapor pa anja cu ta bin aki for di tur parti di mundo. E tyonan di bapornan cu ta wordo gebunker ta bapornan di turista, bapornan di carga, tanqueronan, tugboatnan, etc.

E cruceronan so ta trece aproximadamente 70,000 turista pa anja pa nos isla.

Suministrashon di combustibel na avionnan na Aeropuerto

E suministrashon di combustibel na avionnan na e aeropuerto International Reina Beatrix ta wordo hasi door di empleadonan di Lago cu ta traha pa Marketing Department. Lago a cuminsa su operashonnan na aeropuerto na 1952, suministrando aviation gasoline na e avionnan cu tabata bin Aruba. Den e anjanan cu a pasa hopi cosnan a cambia. Cu e crecimiento di e industria di turismo (200,000 turista a jega te dos di December 1981 na aeropuerto) y e cambio di e avionnan pa jet, tabata tin mester di tanki di deposito mas grandi. Actualmente e capacidad di deposito di tankinan y

(continua na pag. 5)

Lago Management responds to Communications Survey results

The results of the Communications Survey among more than 800 Lago-ites were presented in the November Esso News.

Since then Lago Management has reviewed the recommendations of the Communications Action Team and has taken several actions to improve our formal communications program.

1. Recommendation

Improve the distribution of the V.P. monthly Operations Newsletter and assure it reaches all employees.

Action

The number of copies distributed will be substantially increased from the present mailing of 125. The Employee Relations will coordinate prompt distribution to all units.

2. Recommendation

Increase frequency of Esso News and include articles as requested by employees.

Action

The Esso News will be published monthly. A special Editorial Advisory group was formed to insure that the content of the Esso News is more news-worthy and of interest to all employees.

3. Recommendation

Maintain "Boletin di Lago" frequency at 3 times per week and include information as requested by employees.

Action

The Boletin will continue to be published 3 times per week. Alternatives to present distribution practice of making Boletin available at gates will be sought.

The function of the Boletin is to provide quickly information on current activities at Lago in highlight form. The integration of this coverage with that of our other regular publications to avoid unnecessary duplication is to be reviewed by Employee Relations.

FACILIDADNAN DI BUNKER . . . *(continua for di pag. 5)*

refueler trucks ta 125,000 gallon pa jet fuel y 20,000 gallon pa aviation gasoline. E suministrashon di combustibel ta wordo hasi door di lo que ta wordo jama refuelers. Tin dos truck grandi y cada uno tin e capacidad di 10,000 gallon y tin uno di 5,000 gallon di capacidad.

Pa e aviation gasoline tin un truck cu capacidad di 2,000 gallon cu tambe ta transporta aviation gasoline di e refinaria pa e aeropuerto. E jet fuel tambe ta wordo transporta door di 2 truck pa aeropuerto, un truck tin un capacidad di 8,000 gallon y e otro tin capacidad di 10,000 gallon. Pa ta sigur cu e jet fuel cu ta wordo suministra na e clientenan ta di e mihor calidad e fuel ta wordo gefilter cuatro biaha prome cu e bai den e avion. Prome e fuel ta wordo gefilter na e Loading Rack di Refineria ora e ta wordo carga pa e truck, despues pa di dos biaha ora e ta wordo gepomp di e truck den e tankinan di deposito na aeropuerto. E filtermento pa di tres biaha ta tuma lugar ora e fuel ta wordo gepomp di e tankinan na aeropuerto pa e refueler truck y pa di cuatro biaha ora e pasa door di e refueling filters pa bai den e avion. Tur precaushon ta wordo tuma door di e personal di aeropuerto pa ta sigur cu e jet fuel ta di mihor calidad.

E personal di Lago na aeropuerto ta consisti di un Supervisor di operashon y 10 empleadonan cu ta handle 9,000 avion pa anja, incluyendo e avionnan priva. E suministrashon di combustibel ta varia entre 15 gallon pa avion chiquito pa 20,000 gallon y jetnan grandi.

4. Recommendation

Discontinue Dial 3500 and establish an "Information Center".

Action

Lago Management continues to feel that Dial 3500 while not perfect is the best means currently available by which employees can raise issues easily and without concern about disclosure. An Information Center approach would require the employee to visit the Center which would be much more inconvenient and might well mean that some questions never are asked.

A study of the questions of the past 6 months shows that many are about specific local conditions or events that require referral to the local supervisors to develop answers. As we at Lago improve the communications climate, many of these questions, hopefully, will be raised openly and directly with local management.

Therefore 3500 will be continued with more effort made to providing complete and prompt answers.

5. Recommendation

The Organization needs to decide on the preferred communications system from top to bottom. This is based on survey results showing that employees preferred direct means of communications such as workgroup meetings and periodic meetings with division and department managements.

Action

Each Department Manager has been asked to consider how best to repond to the preferences expressed by employees for periodic meetings and more direct contact with division and department managements.

What can or should be done varies by department considering present practices, physical locations of personnel, etc. Management shares the Communications Action Team view that the action-planning activities stemming from the Management II Program should assist in improving the effectiveness of communication and teamwork throughout Lago.

The effectiveness of our communication is often difficult to evaluate because communication covers so many different means and is affected by other factors. However, this survey does provide a base-line of data against which our communication effectiveness can and will be measured again in the coming months.

Although the communications survey is completed, we will still appreciate comments that can improve the effectiveness of our communication.

FACILITIES . . .

(continued from page 5)

To insure that the jet fuel supplies to customers is of the best quality, the fuel is filtered four times before it goes into the aircraft. To start with, the fuel is filtered at the Refinery Loading Rack when loading, then filtered for the second time as it is pumped from the truck into the airport storage tanks. The third filtering occurs when the fuel is pumped from airport tankage into the refueler truck and the fourth as it is passed through the refueling filters into the aircraft. All precautions are taken by the personnel at the airport to make sure the jet fuel is of top quality.

Including private aircraft Lago's personnel at the airport consists of one operations supervisor and 10 employees to handle some 9,000 aircrafts a year. Fueling loads vary from 15 gallons for smaller private aircraft to 20,000 gallons for the large jets.

Gerencia di Lago ta reacciona riba e resultadonan di e Encuesta riba Comunicacionnan

E resultadonan di e encuesta riba comunicacionnan entre mas di 800 empleado di Lago a ser publica den e Esso News di November.

Despues Gerente di Lago a repasa e recomendacionnan di e Communications Action Team y a entama diferente accionnan pa mehora nos programanan di comunicacion formal.

1. Recomendacion

Mehora e distribucion di e V.P. Operation Newsletter cu ta ser publica tur luna y asegura cu tur empleado lo hanjele.

Accion

E cantidad di e copianan cu ta wordo distribui lo wordo substancialmente aumenta ariba e 125 copianan cu ta wordo gepost actualmente. E departamento di Employee Relations lo coordina e distribucion rapido pa tur e unidadnan.

2. Recomendacion

Aumenta e frecuencia di Esso News y inclui articulonnan cu ta wordo pidi door di empleadonan.

Accion

E Esso News lo wordo publica mensualmente. Un Editorial Advisory group special a wordo forma pa asegura cu e contenido di Esso News tin mas noticia y ta interesante pa tur e empleadonan.

3. Recomendacion

Mantene e frecuencia di "Boletin di Lago" na 3 biaha pa siman y inclui e informacion manera e empleadonan ta pidi.

Accion

E Boletin lo sigui wordo publica 3 biaha pa siman. Lo wordo busca alternativanan pa e practica di distribucion actual cu ta encera e ponemento di Boletin disponibel na e portanan. E funcion di e Boletin ta pa duna informacion rapido riba actividadnan coriente na Lago den forma supremo. E integracion di e noticianan aki den nos otro publicacionnan regular lo wordo repasa door di Departamento di Employee Relations pa evita duplicacion innecesario.

4. Recomendacion

Discontinua Dial 3500 y establece un Centro di Informacion.

Accion

Gerencia di Lago ta sigui sinti cu aunque cu Dial 3500 no ta perfecto, e ta e mihor medio disponibel te awor door di cual e empleadonan por trece topiconan pa dilanti na un manera facil y sin preocupacion cu nan lo wordo identifica. Un Centro di Informacion lo haci cu e empleado tin cu bishita e Centro, loke ta mucho mas inconveniente y esaki por wel meen cu algun preguntanan nunca lo wordo treci pa dilanti.

Un estudio di e preguntanan hasi durante e 6 lunanan cu a pasa ta muestra cu hopi di nan ta tocante condicionnan local of eventonan cu mester wordo manda pa e supervisornan local pa contesta.

Segun nos na Lago mehora e clima di comunicacion, ta di spera cu hopi di e preguntanan aki por wordo hasi abiertamente y directamente na e gerencia local.

Pesei Dial 3500 lo ser manteni cu mas esfuerzo pa duna contestanan completo y rapido.

Recomendacion

E organisacion tin di dicidi riba e sistema di comunicacion preferi for di ariba te abao. Esaki ta basa ariba e resultadonan di e encuesta cu ta muestra cu e empleadonan ta prefera medianan di comunicacion directo, manera reunionnan di grupo di trabow y reunionnan periodicamente cu gerencia di division y departamento.

Accion

Cada gerente di Departamento a wordo pidi pa considera con pa reacciona den mihor forma ariba e preferencianan expresa door di empleadonan pa reunionnan periodicamente y mas contacto directo cu gerencia di e division y departamento. Loke por of mester wordo haci ta diferencia pa cada departamento, tumando na cuenta e practicanan actual, e lugar cu e personal ta localisa, etc. Gerencia ta comparti e punto di vista di Communications Action Team su actividadnan planea cu ta sali di e programa di Management II lo mester yuda mehora e eficacia di comunicacion y teamwork den Lago.

E eficacia di nos comunicacion ta hopi biaha dificil pa evalua, pasobra comunicacion ta cubri tanto medianan diferente y e ta wordo afecta door di otro factornan. A pesar di esei, e encuesta ta duna un base di datonan cu nos por usa pa midi e eficacia di nos comunicacion den e lunanan cu ta bini.

Aunque cu e encuesta riba comunicacion a termina, nos ta aprecia comentarionan ainda cu por drecha e eficacia di nos comunicacion.

Robert D. Arends promovi pa Process Foreman

Robert D. Arends a wordo promovi pa Process Foreman den e Process Utilities Division efectivo prome di December 1981. E promocion aki ta como reconocimiento pa su contribucionan na e Utilities Division.

Robby a traha di 1963 te 1972 den Mechanical Department. Na Augustus 1972 e a studia cu un beca di Lago pa Ingeniero y na December 1976 e a gradua como Bachiller den Ingenieria Electrico na Universidad di New Haven, Connecticut. Na Januari 1977 Robby a cuminsa traha como Engineer den Departamento Technico unda e a wordo promovi na November 1979 pa Senior Engineer.



Robert D. Arends promovi pa Process Foreman.

A Happy and Safe New Year 1982



Un Feliz Aña 1982 Cu Maximo Seguridad

Parties

Might as well recognize this fact of life - for some people "a few drinks" is the highlight of a holiday get-together.

When drinking is overdone a little bit it can lead to fooling around and temper flareups that could injure people and damage furniture.

But the serious danger is the drinking driver. It's a fact that drinking is a factor in at least half of all fatal accidents.

If it's your party, don't overdo it when you pour the drinks; keep them reasonable.

If you're drinking at someone else's party and planning to drive home follow the one-for-one rule. It takes your body about one hour to rid itself of the alcohol in one drink. So keep to no more than one drink an hour and stop drinking one hour before driving.

You don't want all the holiday joy to go up in smoke so be sure you furnish plenty of large, deep ashtrays for the smokers. It's a fact that many home fires start from the actions of careless smokers. Empty the ashtrays often and in a safe place.

Try to prepare as much food as possible ahead of time so you can get it ready for serving with little or no help. Make the kitchen "off limits" to children in a friendly way. Overcrowding and confusion in the kitchen is a perfect setting for accidents.

Fiesta

Ta bon pa reconoce e hecho di bida aki, cu pa cierto hendenan dalmento di drinks ta e cos mas importante di un fiesta.

Ora cu wordo bebi un poco di mas, esaki por trece cunela cu e hendenan no ta paga tino, e temperamentonan ta subi loke por causa danjo na hendenan y mueblenan.

Pero e peligro mas serio ta e chauffeur cu ta core bao influencia. Ta un hecho cu bebemento ta un factor den a lo menos mitar di tur e accidentenan tragico.

Si ta bo fiesta, no basha di mas ora bo basha drinks; tene e cantidad rasonabel.

Si bo ta bebe na fiesta di otro hende y bo tin intencion di stuur bo auto pa bai cas, sigui e regla di un pa un. Bo curpa mester di un hora pa dishaci di e alcohol di un drink. Asina ta no bebe mas cu un drink pa ora y stop di bebe un ora prome cu bo stuur.

Si bo no kier pa tur bo alegria di fiesta desaparece den huma, wak pa bo tin asbak grandi pa e humadornan. Ta un hecho cu varios candela na cas di hende ta cuminsa door di cu humadornan di sigaria no ta paga tino ora nan ta huma. Haci asbaknan bashi regularmente y na un manera safe.

Purba pa prepara mas tanto cuminda cu ta posibel di antemano pa por sirvinan cu poco of sin ayudo. Limita e presencia di muchanan den cushina. Mucho hopi hende y bruhamiento den cushina ta un manera perfecto pa hanja accidente.